

H. REPLACING BENEFITS

Effective September 30, 2001

WAC 388-412-0040 Can I get my benefits replaced?

Under certain conditions, we may replace your benefits.

- (1) You may get your EBT benefits replaced if:
 - (a) We make a mistake that causes you to lose benefits;
 - (b) Both your EBT card and personal identification number (PIN) are stolen from the mail; you never had the ability to use the benefits; and you lost benefits;
 - (c) You left a drug or alcohol treatment on or before the fifteenth of the month and the facility does not have enough food assistance funds in their EBT account for one-half of the allotment that they owe you;
 - (d) Your EBT benefits that were recently deposited into an inactive EBT account were canceled by mistake along with your state benefits; or
 - (e) Your food that was purchased with food assistance benefits was destroyed in a disaster.
- (2) You may get food coupons replaced if:
 - (a) You did not get your food coupons as they were either lost or stolen in the mail; or
 - (b) Your food coupons or food purchased with food coupons were destroyed in a disaster.
- (3) If you want a replacement, you must:
 - (a) Report the loss to your local office within ten days from the date of the loss; and
 - (b) Sign a department affidavit form stating you had a loss of benefits.
- (4) For food assistance, we replace the loss up to a one month benefit amount.

subsection (1) and (2) above or:

- (a) We decided that your request is fraudulent;
 - (b) Your certified mail coupons are signed for by any person living or visiting at your address;
 - (c) Your food coupons were lost, stolen or misplaced after you received them;
 - (d) You already got two countable food assistance replacements within the prior five months; or
 - (e) You got disaster food stamp benefits for the same month you requested a replacement for food assistance.
- (6) Your replacement does not count if:
- (a) Your benefits are returned to us;
 - (b) We replaced your benefits because we made an error; or
 - (c) The food coupons you got are improperly made or are mutilated. You must have at least three-fifths of each coupon in order for us to replace them

WORKER RESPONSIBILITIES

1. Replacing EBT benefits:

When a client reports the loss of EBT benefits:

- a. Review the client's EBT account to verify that benefits were used;
- b. Determine if it is the type of loss that can be replaced;
- c. Immediately call the CSI Customer Helpline at 1-888-328-9271 if the client has not cancelled the card and / or PIN;
- d. Complete the EBT Replacement Request Form, EBT 013, and ask the client to sign it;
- e. Document the details of the loss;

- f. Print any screens that support the decision to replace the benefits;
- g. Fax the Request form and any supportive documentation to the EBT staff at (360) 413-3490 for their decision on whether to approve the replacement and any action that must be taken; and
- h. When notified of the decision of EBT staff, take the required action.

NOTE: Do not replace EBT benefits through ACES BEGS unless instructed to do so.

2. Loss Due to Administrative Error

If the department makes an error that causes a loss of benefits to the client such as linking a Quest card to another client's account, we replace those lost benefits.

Follow the procedures in Replacing EBT Benefits (1. above). When the information is faxed to the EBT Project Office, the EBT staff decides what action must be taken. This may include replacing benefits for the client who lost benefits and letting the CSO know that they must establish an overpayment for the client who spent the benefits.

3. Replacement of Electronic Funds Transfer (EFT) for cash benefits:

When a client reports that he or she did not get a deposit of cash benefits in an account, tell the client to call the Direct Deposit Input Unit at 1-888-235-2954.

Do not take any further actions or replace the cash benefits unless you are notified by the EFT Manager.

4. Replacing food coupons including delivery of partial allotments:

When food coupons are reported stolen from the mail or lost:

- a. Determine if the coupons were actually issued;
- b. Determine if the report is timely;

- c. Allow a reasonable period of time for mail delivery unless the benefits were mailed to the wrong address;
- d. Request that the client sign an affidavit; and
- e. Mail the affidavit to the Office of Accounting Services (OAS), MS: 45842;
- f. Staff in Office of Accounting Services (OAS) will replace the coupons.

5. **Food and / or food coupons destroyed in a household disaster when the food was purchased with food assistance or food coupons:**

When a client requests replacement of food or food coupons that were destroyed in a household disaster:

- a. Determine if the report is timely;
- b. Verify the disaster through a collateral contact such as the fire or police departments, the Red Cross, an insurance agent, or home visit;
- c. Request that the client sign an affidavit;
- d. Send the affidavit to Office of Accounting Services, MS: 45842 only when replacing **coupons** that were destroyed in a household disaster;
- e. Replace the amount of food that was destroyed up to a one-month allotment. Use a reasonable estimate considering when the client received benefits, when the food was destroyed, and the day of the month of the disaster.

6. **Food and / or food coupons destroyed in a federally declared disaster when the food was purchased with food assistance or food coupons:**

See **DISASTER FOOD STAMP PROGRAM**.

7. **Replacing mutilated or improperly manufactured food coupons:**

- a. When there is a need to replace coupons that are mutilated or improperly manufactured contact OAS at (360) 664-5736 or 664-5730.

- b. Do not ask the client to sign an affidavit.

8. Replacing out-of-state food assistance benefits:

- a. Verify that benefits were issued but not returned to the public assistance office in the other state.
- b. Ask the client to sign a statement that they did not receive the benefits. Do not have them sign an affidavit. It is used for benefits issued in Washington State.
- c. Document the loss on the Remarks screen.
- d. Determine food assistance eligibility by using the regular procedures.
- e. Inform the other state that benefits were issued in Washington and to cancel the benefits if they are returned.